

RFP CCFC 6909 Kit for New Parents Update

Due to the number of questions and issues that were brought forward at the bidders' conference on June 20, it is taking longer than originally anticipated to gather information and enter determinations on this website. As a result, the proposal due date will be delayed by at least three weeks from the original due date of July 14. Please continue to look for information at this location.

The following information will be placed at this location on the website:

- RFP (available)
- Amendments to RFP, including a revised time schedule and due dates
- Current contract and amendment with OSP
- List of attendees at Friday's bidders' conference (available)
- Q and A document passed out at bidders' conference
- Q and A's created from questions asked at the bidders' conference, by microphone or index card.
- Example of the information that comes from our call center, Target Direct, Inc.
- Our current forms and instructions for making both subscription and one-time orders
- Our current instructions to counties for customizing Kits
- Samples of the on-line order screens currently in pilot phase
- County allocations starting in July
- Subscription orders since inception of the project

Questions asked regarding certain variables of fulfillment, as follows:

- What is the % of one-time-orders and what is the % of subscription orders.
- What % of Kits are shipped on pallets vs. those that aren't.
- What is the average monthly or daily call volume of the customer service desk.
- What are the shipping costs and what is the % of orders returned to OSP.
- What is the postage meter cost, and how does that translate to number/% of feedback cards that are actually returned.